Voice Mail Pro User Guide

Visual Voice Mail

Allows you to see your voicemail options on your phone screen rather than following spoken mailbox prompts. You can use ◄► to move between the visual voice mail screens.

Visual Voice Controls
To access your Voicemails or your Group Voicemails:
1. Press **Voice** or **[Message]** button.
2. You'll be able to access the following menus:

➢ *Listen*
You will be presented with the following message categories for your messages:
· New (X)
· Old (X)
· Saved (X)
1. Use the feature key to select the category, for example N**ew**.
The first message in the selected category will play; and the available controls
will be:
· **Previous** – Plays previous message
· **Next** - Plays next message.
· **<<** - rewinds current message by 5 sec
· **>>** – fast forwards current message by 5 sec
· **Pause**- pauses the current message/resumes playing
· **Delete** - Delete the current message.
· **Save** - Change the current message's category to 'saved'
· **Copy**- Copy the message to another mailbox or mailboxes. If selecting more than one mailbox, the entries must be separated with a **#**.
  To add a covering message to the copied voicemail.
  1. Press **Copy**, and add the recipients. The feature keys change to the copy options.
  2. Press **Pre-Rec**
  3. Record your message
  4. Press **Stop**
  5. Press **Listen** to check your message. You can change the message by selecting Pre-Rec again.
  6. Press **Send.**

➢ *Message*
Record and send a voicemail message to another mailbox

➢ *Greeting*
Change the main greeting used for callers to your mailbox. If no greeting is selected then the default system greeting is used. By pressing **Greeting** you will have the following options:
To change your mailbox greeting:
· **Record** - starts recording a new greeting.
· **Listen** - to hear your current greeting.
· **Submit** - saves the new greeting.
· **Delete** - deletes your current greeting.

➢ *Email*
This control allows you to change the current voicemail to email mode
being used for new messages received.
Use **Change** to change the selected mode.
Press **Done** when correct mode is displayed. The possible modes are:
· **Email Mode Off** – Voicemail to email is disabled
· **Email Mode Copy** - New voicemail messages are copied to email and
original is left in voicemail box
· **Email Mode Fwd** - New voicemail messages are forwarded to the
user's email and original is deleted from voicemail box
· **Email Mode Alert** – A alert email is sent. Original message is not
attached and is left in the voicemail box

Traditional Voice Mail

The First Time You Log In
1. Dial the Voicemail Access code **[*17].**
2. Dial your extension number and **[#].** Note: If you are calling from your extension, just press the[#] sign when the system request your extensions.
3. You will be asked for your password. For the first time your default password is **[#].**
4. You will be asked to enter a new password of 4 digits or more. Note: Your password cannot be consecutive numbers or your extension number.
5. You will then be prompted to record your first and last name.
6. Press **[1]** and record you name after the tone.
7. Press **[1]** again to listen.
8. To record again press **[1]**, or if to approve **[#]**.
9. You will be brought to the Activity Menu . If you have any messages left for you, the system will inform you at this time. You may listen to your messages and/or continue to configure your mailbox.

Retrieving Your Messages From Your Extension or Any Extension In The Office
1. Dial the Voicemail Access code **[*17].**
2. Enter your extension number then **[#].**
3. Enter your password then **[#].**
4. Press **[2]** to hear the Message Header. (Date, Time, and Length of Message).
5. Press **[0]** to listen to the message. If you wish to override the message header you may press **[0]** right away. Press **[*3]** to delete the message. You will not hear an option to save. Messages are automatically saved if they are not deleted.
You can press **[#]** to skip and listen to the next message, otherwise once you have listened to the message the next message will play.
6. To return to Activity menu (main menu), press **[*7].**

Retrieving Your Messages From Outside the Office:
1. Dial your voicemail direct phone #, once your greeting plays Press **[*7].**
2. Enter your extension number then **[#].**
3. Enter your password then **[#].**

Recording your personal greeting:

1. Once you have logged into your voicemail mailbox, press **[3]** from the Main menu (Activity Menu).
2. Press **[1]** to record or re-record your greeting.
3. Enter greeting number [1-9].
4. Say your greeting after the tone.
   To pause your greeting from recording, press **[1].**
   To continue to record your greeting from where you left off, press **[1].**
   To play back your greeting once you finish, press **[1][2][3].**
   To approve your greeting, press **[#].**
   To delete the entire greeting and start over, press **[*][3]** and return to recording your greeting.
   At anytime you are unsure of what to do next press **[*][4].**

To Activate your greeting at a later time:

1. Dial the Voicemail Access code, *17 or press the Messages button.
2. Enter your extension number then **[#].**
3. Enter your password then **[#].**
4. Press **[3]** from the main menu (Activity menu) to access the Personal Greeting option.
5. Press **[3]** again for the activation option.
6. Enter the greeting number you wish to activate (1-9).
7. Press **[#].**

Voice Mail Menu Structure
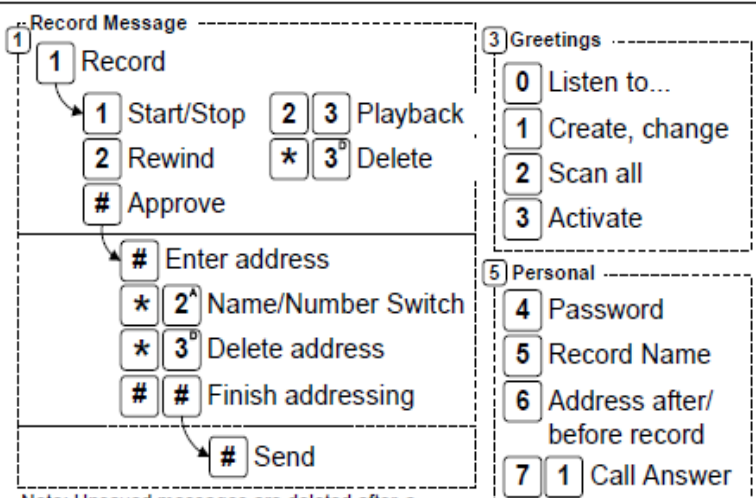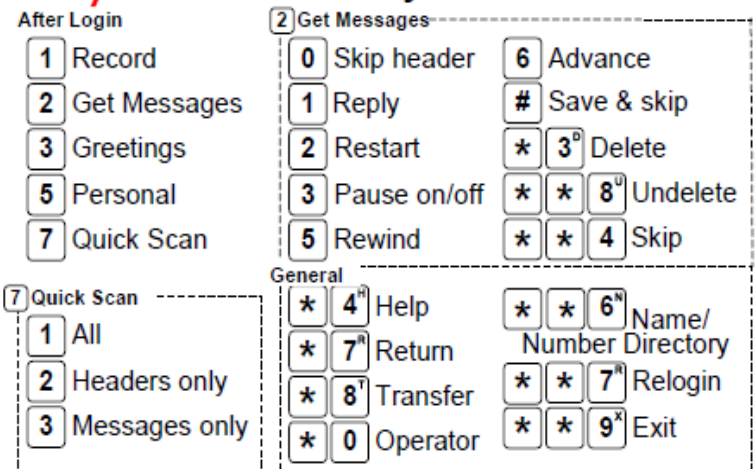
Note: Unsaved messages are deleted after a period. To save, press [#] when played.